

The CP Connection

The Community Partner Newsletter

Issue 10

April Issue 2016



“When spring came,
even the false spring,
there were no
problems except
where to be happiest.”

--Ernest Hemingway

Message from Amy...

Hello to all!

It seems like the warmer days are making this spring seem like an early summer. The weather is beautiful, and I hope you are all making the most out of it. Friendly reminder that it's time to start planning your summer vacation. As you know, I'm all about taking a good, long summer breather....

However before we can start making some summer plans for adventure, there is much work yet to do at My Health LA. There are approximately 10,000 children enrolled in My Health LA who will be newly eligible for Medi-Cal under SB 75 on May 1st. This means a huge-shift is about to occur in our program. It's a giant leap forward in our efforts to obtain health care coverage for all, and we want to make sure that all of our Community Partners are prepared, that our MHLA participants understand what is happening, and that we are supporting our MHLA families with children that are affected by this transition.

We are also getting ready to roll out Substance Abuse Disorder (SUD) treatment services to MHLA participants this summer. Inside this edition you'll learn more also these new upcoming services, as well as find some updates on Phase II of the upcoming pharmacy changes. We also have new brochures created by the Community Clinic Association of Los Angeles for the MHLA program. These can be tailored for your clinic—they look great.

I hope you read this newsletter and find the information useful. If you are going somewhere really unusual or interesting this summer email Philip Barragan (email on P. 4) we'll put it in the next newsletter. —Amy

Inside this issue:

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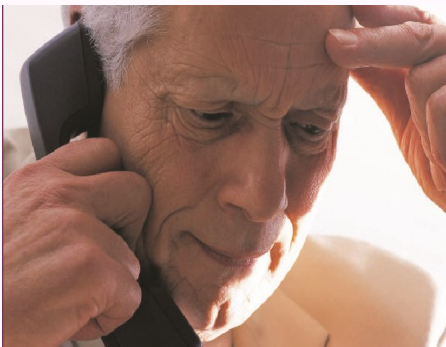
Substance Use Disorder (SUD) Benefits

On December 11, 2015, The Los Angeles County Board of Supervisors approved the inclusion of substance use disorder (SUD) benefits to My Health Los Angeles (MHLA) health program. The Department of Public Health's Substance Abuse Prevention and Control Division (SAPC) and some of their MHLA-participating contracted service providers will be responsible for determining the appropriate level of SUD care needed for any referred MHLA participant based on an assessment and clinical standards. Some treatment services will be available on July 1, 2016, while others will roll out later in 2016.

SUD Services

An extensive set of SUD treatment services will be available on July 1, 2016 for adults and adolescents. These services include, but are not limited to: Early Intervention, Outpatient, Intensive Outpatient, Residential, Ambulatory & Residential Withdrawal Management and Case Management/Care Coordination.

As mentioned, additional services



The Los Angeles County DPH line at 1-888-742-7900 is available to answer SUD questions, referrals, SUD treatment services, etc., 8 AM to 6 PM, Monday through Friday.

will be added in late 2016.

How can MHLA participants access SUD services?

SUD treatment services will be available free of charge to MHLA participants.

On July 1, 2016, MHLA Participants will be able to self-refer to a MHLA—participating SUD clinic by contacting the Los Angeles County DPH line at 1-888-742-7900 who will transfer the caller to the Community Assessment Services Center (CASC) closest to where the patient lives.

CPs will also be able to refer MHLA patients to SUD clinics. CPs will complete a screening tool to assess the patient's need for referrals to SUD care. CPs will also be required to complete a Universal Release Form with the participant's signature which is required if the CP provider wants to share information with a SAPC provider (and vice versa).

SAPC will enroll MHLA Participants using an updated Los Angeles County Participant Reporting System (LACPRS) system which will identify MHLA enrollees.

SAPC will be developing and distributing a provider bulletin to SUD service providers with instructions on how to identify MHLA Participants at time of admission and



what SUD services are covered for MHLA Participants. This will include a statement that MHLA enrollees are not to be charged for any covered SUD service provided at a SAPC clinic.

If at the time of enrollment the MHLA Participant does not have their MHLA ID card or Participant ID (PID) number, the SAPC provider will call MHLA Member Services to obtain the MHLA PID.

There are two ways to obtain SUD treatment services:

- 1. "Self-refer" by calling 1-888-742-7900***
- 2. The CP Medical Home clinic can give a referral to a participating SAPC provider.***

The MHLA participant handbook, ID card and fact sheets will be updated to reflect SUD benefits.

What if you have more questions?

More information can be found at: <http://publichealth.lacounty.gov/sapc/findtreatment.htm>.

Save the Date

A call to discuss this transition will be held on Thursday, June 9th from 9 AM to 10 AM. A Provider Information Notice (PIN) with call in information will be sent soon.

Member Services Spotlight

What is DHS Member Services?

DHS Member Services is a section within the Patient Relations and Referrals Department of Los Angeles County's Managed Care Services (MCS) division. Through Member Services, MHLA patients can learn about their health care coverage options and maximize their access to health care.

Member Services is the main point of entry for people who want to learn more about the MHLA program. The Member Services unit includes the customer service call center, a patient experience unit, a quality assurance unit and vendor fulfillment, among other functions.

The Member Services Call Center focuses on customer service by providing patients with a welcoming point of access for information, inquiries and complaints. The MHLA Member Services number is 1-844-744-6452 (MHLA).

Member Service's customer service representatives answer questions, verify appointments and referrals to DHS specialty care providers



and ensure that member packets and ID cards are mailed to MHLA participants. Member Services also provides support for DHS' Managed Care (Medi-Cal) members.

The Call Center also handles MHLA Participant complaints. Depending on the severity of the issue, the complaint may be routed to the MCS Quality Management/Clinical Compliance Department for a clinical investigation.

Finally, the Member Services Quality Assurance Unit evaluates the quality of the patient experience by reviewing a sample of calls to deter-

mine patterns and issues that may require more attention.

A Fond Farewell!

Charlotte Piggee has served as the Director of Member Services for the past 17 years. And it is with a mix of heartfelt sadness and excitement that we say goodbye to this dynamic and energizing leader. In June 2016, Ms. Piggee is retiring from County service after 35 years of employment. Managed Care Services wishes Charlotte a bright and exciting retirement. Farewell and good luck, Charlotte! We will miss you!

Healthcare Coverage For All Children-SB 75 Update

It is anticipated that California's new Medi-Cal program changes will go into effect on May 1, 2016. These changes provide full scope Medi-Cal coverage for all children in California regardless of immigration status.

The CalHEERS and County's SAWS system should be ready to enroll children beginning May 16, 2016

with a coverage effective date of May 1, 2016.

In anticipation of SB 75 implementation, Los Angeles County departments, clinic providers and community-based organizations are strongly encouraging parents and guardians to enroll their children into restricted-scope Medi-Cal.

There are 10,000 children currently enrolled in MHLA who will be newly eligible for Medi-Cal through SB 75.

Effective May 26, 2016, the OEA system will no longer approve MHLA applications for individuals under the age of 19. However, clinics are encourage to enroll new patients under the age of 19 into Medi-Cal, not MHLA, after May 16, 2016.

If you have any questions, please contact your MHLA Program Advocate.

Pharmacy Phase II Update

As most of you know, Phase II of the MHLA Pharmacy Services did not go live in April, and there is no set start date at this time. The MHLA office, Ventegra and pilot CP clinics are conducting pharmacy systems testing which is so far proving successful. The plan is to implement Phase II in two stages beginning with 9 pilot sites in the summer, and then open it up to all other CPs at some point after that.

The Pharmacy Phase II Workgroup continues to meet regularly and work on the Pharmacy Phase II implementation plan. Additionally, a new committee was formed to make recommendations to the proposed MHLA Pharmacy Phase II formulary. This new committee, the Pharmacy & Therapeutics (P&T) Committee, consists of staff from DHS, CPs and the Community Clinic Association of Los Angeles County (CCALAC). The P&T Committee held their initial meeting on April 8, 2016.

What does this mean for you?

There is currently no change in how you provide your pharmacy services to MHLA patients. Just remember that at least 30 days prior to full implementation, MHLA will send out a Provider Information Notice (PIN) to all CPs that will provide important information about the launch of Phase II.

If you have any questions about this process, please contact your MHLA Program Advocate. We will keep you posted!

New Brochures, Posters & Postcards

The Community Clinic Association of Los Angeles County (CCALAC), in coordination with Fenton Communications, has developed several communication materials designed for distribution to the public which can be posted in public areas of the MHLA CP clinics and handed out at events. These may also be provided to local partners to help refer potential enrollees to the program.

These materials are available on the MHLA website under "Reports and Resources." If your agency wants a set of "customizable" materials (your agency's contact info inserted into the document), you can visit CCALAC's website by clicking [here](#) to submit your request.

The new promotional materials include: 1) Talking Point Business Cards, 2) MHLA Posters, 3) Tri-Fold Brochures, and 4) Postcards (5x7).

Please use these documents to reach out to new potential MHLA program participants.

Good luck!

The CP Connection

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MHLA Comprehensive Eligibility Trainings

**June 22, 2016 and
October 26, 2016**

Save the Date! The MHLA Eligibility Unit is now offering two additional **Comprehensive MHLA Eligibility Trainings** for new enrollees in 2016.

These two trainings will be held at Martin Luther King, Jr., Outpatient Center in the Hudson Auditorium located at 12021 South Wilmington Avenue, Los Angeles, CA 90059.

Time: 9:00 AM to 4:00 PM

More information and a request to RSVP will be sent to clinics closer to the training dates.

OEA New User Training June 21, 2016 and October 27, 2016

Save the Date!

The MHLA Program Office will be conducting the **OEA New User Trainings** in 2016. Four sessions will be offered:

June 21, 9 AM – 12 PM or 1– 4 PM

October 27, 9 AM – 12 PM or 1– 4 PM

Location: L.A. County Managed Care Services Office at 1000 S. Fremont Avenue, Building A9 East, Conference Room GO-3, Alhambra, CA 91803.

More information and a request to RSVP will be sent to clinics closer to the New User training dates. However, to RSVP now, contact Kiet Van at kvan@dhs.lacounty.gov.

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